Social media

By default, it is not possible for agents to transfer social media requests, but this option can be turned on for all or selected user groups here:

The properties are:

- **Allow social media transfer to agent**. Default OFF. If turned on, agents can transfer social media requests to other queues,

- **Allow social media transfer to queue**. Default OFF. If turned on, agents can transfer social media requests to other agents,

- **Transferred social request reserved time in minutes**. Default 5. If a social media request is transferred to another agent, the request will be reserved for this new agent in the number of minutes defined here.

About transfer of social media requests

- If a Social media request is transferred to another **queue**, it will be allocated to an agent on this queue when it's "first" in this queue.

- If a Social media request is transferred to another **agent**, we are actually transferring it back to the same queue with this new agent as the reserved agent, and with reserved time as defined in the property *Transferred social request reserved time in minutes*. The transferred social media request will be allocated to the agent it's transferred to if this agent becomes ready with a profile containing more than just phone within the reserved time, but **when the reserved time has ended, the request might be allocated to any agent logged on to this queue**.

Transferred social media requests in real-time and historical statistics

- A social media request that agent1 transferred to queue 2, will be counted as offered and answered both on the initial queue and on Q2.

- A social media request that agent1 transferred to agent2, will be counted as offered to and answered on the initial queue 2 times, with different queue times and different agents.